

# Confirming Bank Information Changes

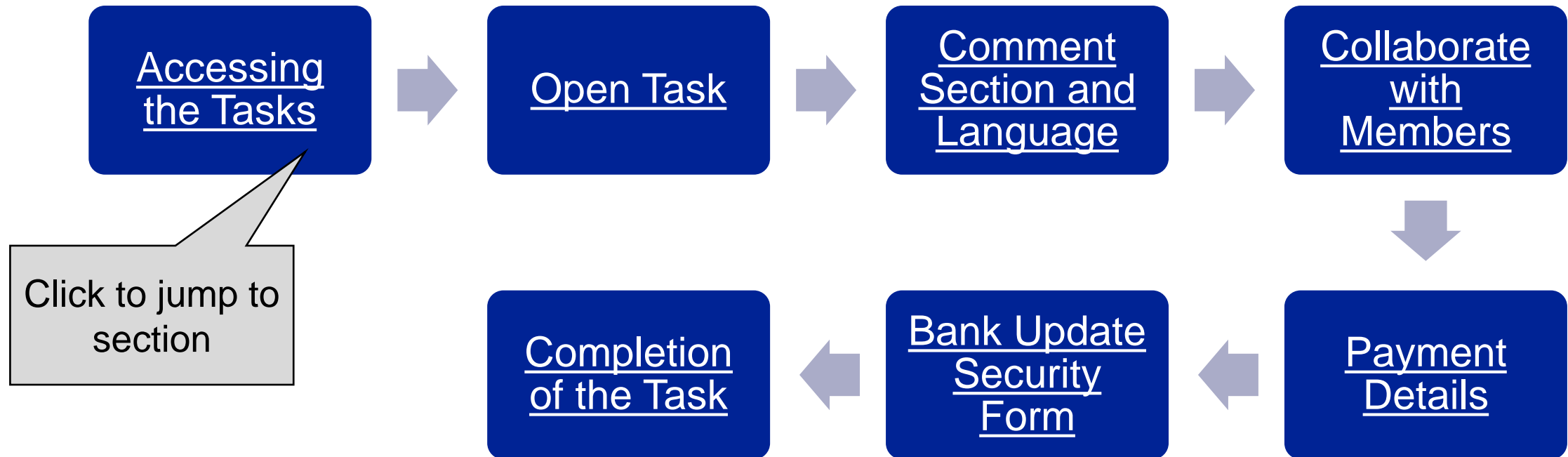
## Step-by-Step Guide

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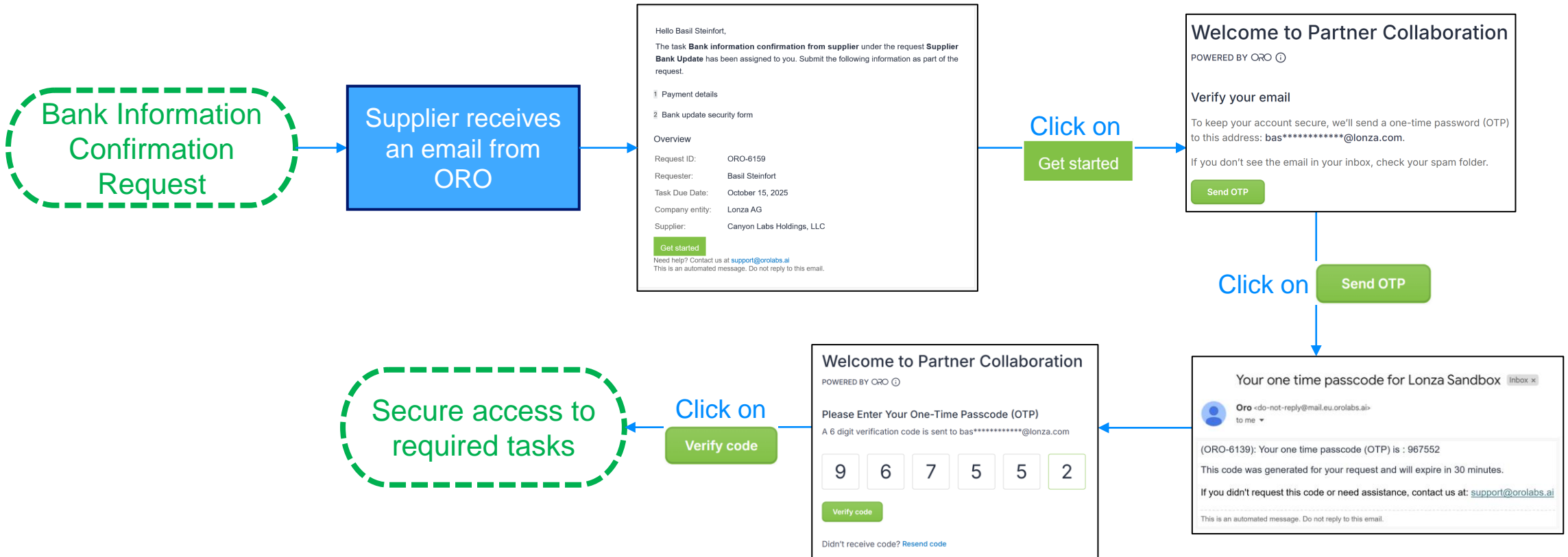
# Step-by-Step Guide to Confirm Bank Information Changes on ORO

## Overview of the Process



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## Overview to access the Lonza's Task Site



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## Task Request is sent by Mail

### 1. Accessing the Task

- An e-mail is sent using your company name and email address.
- It requests the **Bank information confirmation from supplier**.
- Two separate tasks are listed, which are **“Payment details“**, and **“Bank update security form“**.
- To access the task, please click on the **“Get started“** field.

Hello Basil Steinfort,

The task **Bank information confirmation from supplier** under the request **Supplier Bank Update** has been assigned to you. Submit the following information as part of the request.

- 1 Payment details
- 2 Bank update security form

Overview

Request ID:	ORO-6159
Requester:	Basil Steinfort
Task Due Date:	October 15, 2025
Company entity:	Lonza AG
Supplier:	Canyon Labs Holdings, LLC

**Get started**

Need help? Contact us at [support@orolabs.ai](mailto:support@orolabs.ai)  
This is an automated message. Do not reply to this email.

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## Request a One Time Passcode for the Login

## 2. Login & Verification

- Upon clicking the “**Get started**” field, a welcome page is opened in a separate browser.
- Click on “**Continue**” to receive a one-time passcode.
- This **passcode will be sent** to the same email address as before.

**Welcome to Partner Collaboration**

POWERED BY ORO ⓘ

### Verify your email

To keep your account secure, we'll send a one-time password (OTP) to this address: **bas\*\*\*\*\*@lonza.com**.

If you don't see the email in your inbox, check your spam folder.

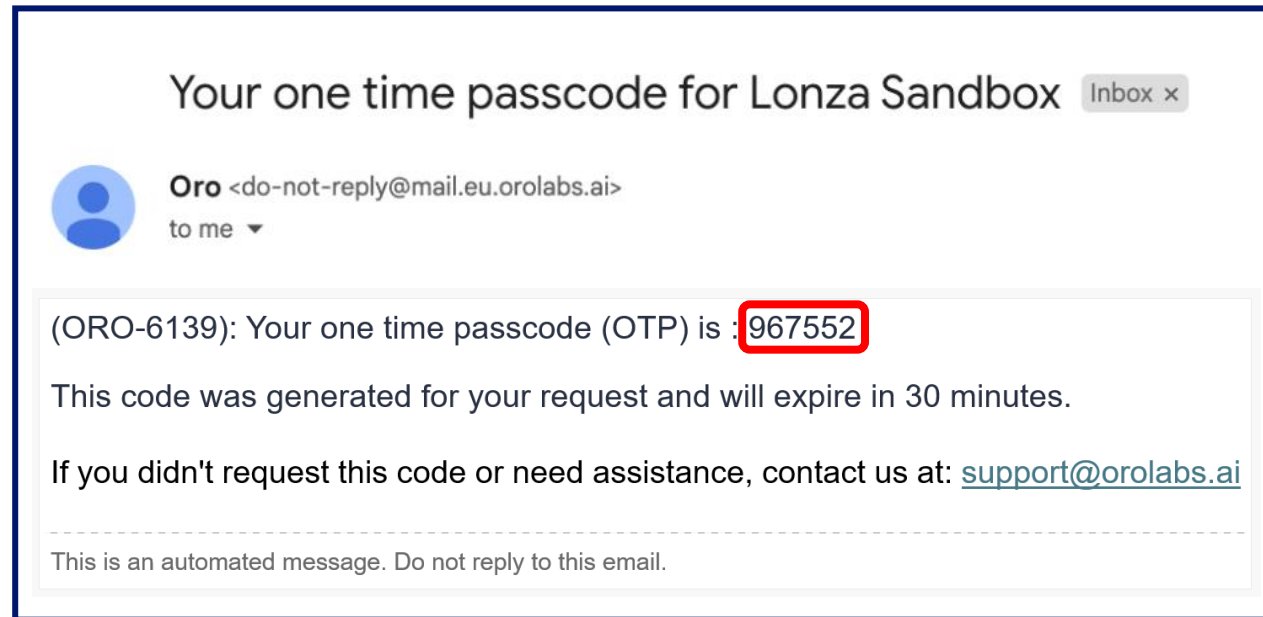
**Send OTP**

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The One Time Passcode is sent by Mail

## 3. One-Time Passcode

- A **one-time passcode** is sent to the mail box.
- This **facilitates logging in** into ORO by avoiding the need of a password.



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## Enter Passcode to open ORO Request Page

### 4. Enter Passcode

- Enter the one-time code from the mail into the welcome page and click on “**Verify code**”.
- It may take a few minutes to receive the code.
- If the **code is not received**, suppliers can use the “**Resend code**” option which will re-send the one time passcode again.
- Once logged in, **you can proceed** securely and **complete the tasks** which may consist of completing multiple forms.

Welcome to Partner Collaboration

POWERED BY ORO ⓘ

Please Enter Your One-Time Passcode (OTP)

A 6 digit verification code is sent to bas\*\*\*\*\*@lonza.com

9 6 7 5 5 2

Verify code

Didn't receive code? [Resend code](#) ← Resend code when not received

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Open the Request Page to see the open Forms

## 5. Open Task

- After entering the request page, next to “**Bank information confirmation from supplier**“, “**Action pending**“ can be seen.
- This indicates that the **request is still open** and must be completed.
- Two forms are listed and both must be completed to submit the request.
- To enter and start the request, click on “**Start**“.
- Furthermore, the original requestor from Lonza is shown, as well as the team involved in this request

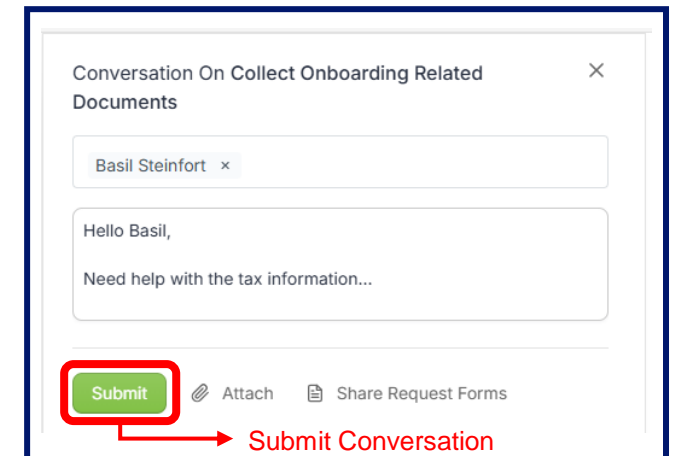
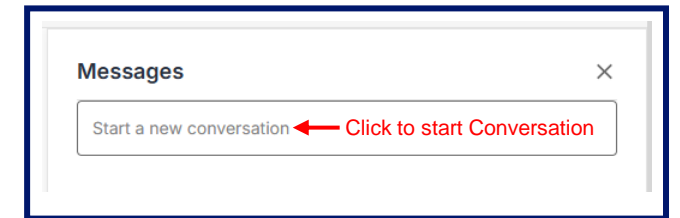
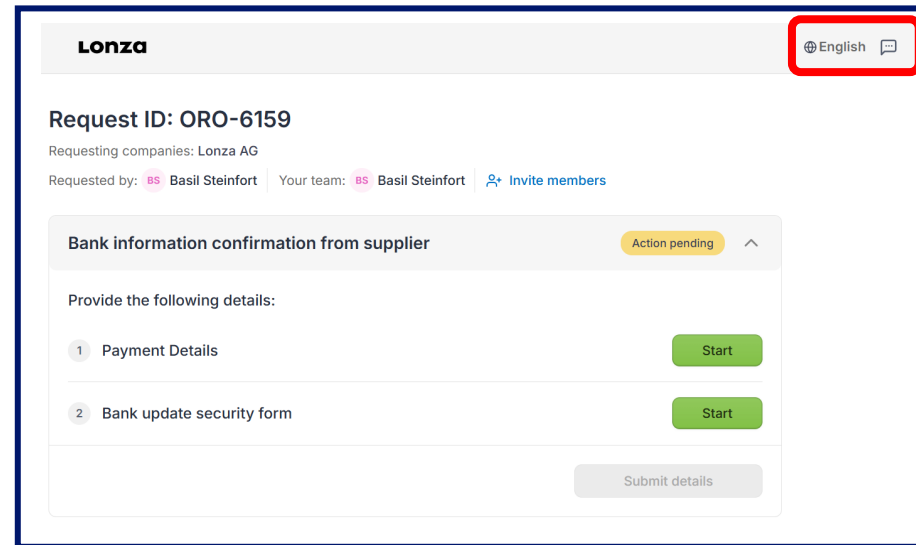
The screenshot shows the Lonza ORO interface. At the top, the Lonza logo is on the left and 'English' with a globe icon is on the right. Below the header, the request ID 'ORO-6159' is displayed, followed by 'Requesting companies: Lonza AG'. The requester information is shown as 'Requested by: BS Basil Steinfort' and 'Your team: BS Basil Steinfort', with an 'Invite members' link. The main task is 'Bank information confirmation from supplier', which has a yellow 'Action pending' status badge. Below this, the instruction 'Provide the following details:' is followed by two tasks: '1 Payment Details' and '2 Bank update security form'. Each task has a green 'Start' button. The 'Start' button for 'Payment Details' is highlighted with a red rectangle. At the bottom right, there is a grey 'Submit details' button.

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## Comment Section for Clarification and Language Change

### 6. Comment Section and Language

- Suppliers can use the “**Messages**” option to contact the requester directly. Click on “**Start a new conversation**” to ask questions or request clarification.
- Documents can also be attached or request forms shared with the requester if needed.
- The “**Messages**” option is accessible during the whole process.
- Suppliers can change the portal language using the **Language selector** in the top-right corner.



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## Invite Team Members for Collaboration

### 7. Collaborate with Members

- If a supplier needs help completing forms, they can invite colleagues to the ORO portal for assistance.
- To do this, use the **“Invite members”** option available on the screen.
- Enter the email address and an optional message, then click **“Start sharing”** to send the invitation.
- The invited member will receive a notification and can log in to the supplier portal using a one-time passcode to help complete the forms.

The screenshot shows the Lonza ORO portal interface. At the top, there is a header with the Lonza logo and a language selector set to 'English'. Below the header, the 'Request ID: ORO-6159' is displayed, along with 'Requesting companies: Lonza AG' and 'Requested by: BS Basil Steinfort | Your team: BS Basil Steinfort'. A blue button with a plus icon and the text 'Invite members' is highlighted with a red box. Below this, the main form is titled 'Bank information confirmation from supplier' with a status of 'Action pending'. The form asks to 'Provide the following details:' and lists two steps: '1 Payment Details' and '2 Bank update security form', each with a green 'Start' button. At the bottom of the form is a grey 'Submit details' button.

The screenshot shows a 'Share forms' dialog box. It prompts the user to 'Invite your team members to fill the forms'. The 'Share with' field contains the email address 'elvino.nevesdasilva@lonza.com'. The 'Message' field contains the text 'I need more data, help me with that!'. At the bottom right, there are two buttons: a grey 'Cancel' button and a green 'Start sharing' button, which is highlighted with a red box.

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## Add new Payment Options and corresponding Proof Document

### 8.–11. Payment Details

- Upon starting the request by clicking on “Start”, the task “Payment Details” opens.
- Provide your bank information in the appropriate forms.
- Based on the country, **specific fields will be required** (e.g., for Switzerland, IBAN is mandatory).
- Ensure all details—IBAN, bank name, and other required fields—are accurate before submission.
- Upload a proof document for the bank.
- “Done” to continue with the second task.

Payment Details Messages Close

Requesting company: Lonza AG team:

Please confirm whether the payment options are up-to-date  
You can proceed with the existing or add new ones if required

**BANK TRANSFER (ELECTRONIC TRANSFERS)**  
UMB Bank, N.A., United States (\*\*\*\*4478)

+ Add a payment option **1** ← Click to add new payment option

Additional comments (optional)

Save for later **Done** **4**

Bank transfer (electronic transfers)

Country of the bank account: Switzerland Edit

Payout currency: CHF

IBAN

Name on the account  
Example Vendor

Bank name

Bank document for validation

Please select a proof of document for the bank  
Search... **Select type of proof** →

Drag and drop file  
Or browse to upload **2**

Accepted file type: pdf, image

Is an intermediary account needed for international payments?  
No  Yes

**3** Back **Add payment**

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## Security Question as a Safety Measure

### 12. Bank update security form

- As a safety measure, a **specific invoice** has been selected by the requestor to be **confirmed by the supplier**.
- The corresponding **invoice date** must be entered, the **invoice amount** as well as the **PO number** of the invoice above.
- **“Complete”** to finalize the request.

#### Bank update security form

Messages Close X

Requesting company: Lonza AG | team:

#### Security questions

Invoice Number

345445 ← Invoice Number to be confirmed by supplier

Provide the invoice date from the invoice number above

Select date

Provide the invoice amount from the invoice above

0.00 CHF

Provide the po number from the invoice above

Enter text

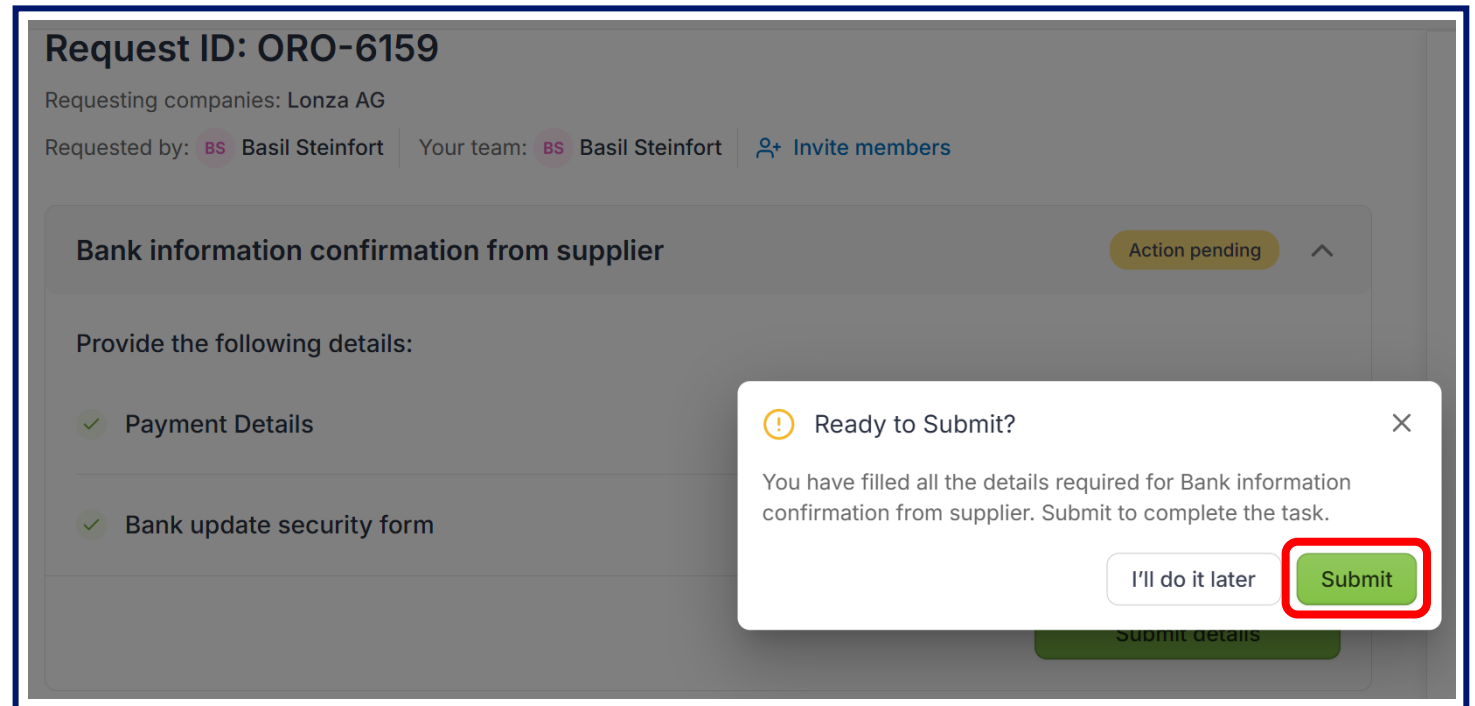
Save for later Complete

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## Submit last Form to finalize Request

### 13. Submitting the Request

- After clicking on “**Complete**”, a **Submit popup** appears for confirmation.
- To finish later, click “**I’ll do it later**”, then submit details when ready.
- When clicking on “**Submit**”, the “**Bank information confirmation from supplier**” is submitted and cannot be edited—only viewed.





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## Completion Tag to confirm successful Submission

### 14. Completion of the Request

- The “**Completed**” tag show up upon successful submission of both forms.
- This confirms that **all necessary steps have been completed** and the process is continued internally at Lonza.

**Request ID: ORO-6159**  
Requesting companies: Lonza AG  
Requested by:  Basil Steinfort | Your team:  Basil Steinfort | [+ Invite members](#)

**Bank information confirmation from supplier** Completed

-  Payment Details
-  Bank update security form

**We are looking forward  
to collaborating with  
you through ORO!**

